



# THE AU PAIR GUIDEBOOK

LET'S START!

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The Au Pair program is an international cultural exchange that gives the possibility to young people to spend some time abroad, learn more about a different culture, improve their skills in a foreign language in exchange for help with duties related to childcare. The term "au pair" from French means "on equal terms", signifying that the Au Pair and the Host Family see each other as equals.



## About AuPair.com

Since 1999, AuPair.com offers applicants and Host Families a platform to get to know each other - without additional placement fees. Here you can search for the right candidate or Host Family and organize the stay together. You will find all the information you need and step-by-step guides that will help you through the process. Our website is available in eight different languages, so it is easy for everybody to understand.

This Handbook is made for future Au Pairs who want to begin this amazing adventure. Here you will find a detailed explanation of the different features available on AuPair.com.

If you need our assistance, please do not hesitate to contact AuPair.com. We will be pleased to help you!



## Your Account at AuPair.com

Your profile plays an important role in finding your match and every detail can make the difference! Make sure your profile is outstanding and as interesting as possible.

### 2.1 Pictures

First impressions really matter! The profile picture is the very first thing people notice when they first bump into a profile.

Upload a few pictures (4 – 6 would be great) and make sure that they are relevant to the Au Pair position. Try to imagine how the perfect Au Pair looks like, be positive and keep smiling! Choose pictures that will convince the family that you are the right person to take care of the children. Avoid “duckface”, party photos, sexy or sensual pictures, screenshots or filters, since you are applying for an official position.

## 2.2 Additional details

The pictures are just a small part of your application on AuPair.com. In order to complete your profile, you will need to provide Host Families with other details, such as:

- A letter to your future Host Family
- Your experience in childcare
- Your interests, hobbies and plans for your future

Take your time and think about all the things you would like to share with your future Host Family. Be honest and be real – try to write in an easy-going, relaxed way. Remember, it's a cultural exchange program and people who read your text now may soon become your second family! No need for any professionalism or false information here.

## 2.3 Letter to your future Host Family

In the letter to your Host Family try to mention the following points:

- describe your view on family life in general
- what you expect from your Host Family
- why you like working with children
- why you are into cultural exchange
- what you would like to share and what you want to experience
- In short: why the Au Pair program is for you!

## 2.4 Your experience in childcare

Do you have any experience in childcare? Did you take care of your younger siblings? Cousins? Neighbors' kids? Did you teach children in kindergarten or schools, did you babysit some little fella during long winter evenings?

The second text box is for all the above!

Still, if you don't have any experience in this matter, don't worry. You still have chances! Just write honestly that you are new here, but that you can learn quickly, and you do love children – it will be fair enough!

## 2.5 Interests, hobbies and plans for the future

The last text box is for you, your interests, hobbies, and plans for the future. What do you like to do? What do you do in your free time? What would you like to do in the future? Is childcare related to your future plans? Let your Host Family get to know you more!



## 2.6 Contact details

AuPair.com can't – for security reasons – display your email address. Although it is the easiest way to communicate through the Internet, it is also the best way to spread false cooperation offers, known as a scam. You can learn more about this felonious practice further on, but don't worry: we keep an eye on everything.



But let's get back to the case! You need to remember, that our users are not allowed to provide their contact details in any of the 'additional details' boxes. No e-mail/Skype address, mobile phone number, Instagram name is allowed. If you add any of these details by mistake, your profile will be hidden right away.

Also remember, that your contact details are – by default – displayed to your favourite Host Families (Host Families added to your Hotlist), but you can always change the settings.

## 2.7 Registration form

You can always change data in your registration form. Whenever it's needed, you can enter every form and modify it, if there is any need to do so. To be precise, the only detail in your profile that can't be changed on your own is your email address. But still, if you happen to change your address, we will do it for you.



## Your prospective Host Family

Now, as you are a member of AuPair.com, you can use all the search tools provided by our service. Let's have a look at how these work:

### 3.1 Recommended Host Families

Every time we find some Host Families fulfilling your searching criteria, we will send to you an email with a list of recommended Host Families. Feel free to visit their profiles and get in touch!

### 3.2 Search filters

AuPair.com will suggest matching profiles. But how do we assess if the family is the right one for you? Really easy, on the basis of your job profile. Any change provided here will change the set of families recommended to you! As above, feel totally free to experiment a little.

Still, be honest in your statements, but provide the least strict requirements: this will allow you to choose from the widest range of opportunities. Many things can be discussed, so there is no point in skipping promising Host Families before preliminary negotiations.

### 3.3 Manual search

At AuPair.com you can find a manual searching tool. Feel free to experiment a little here too: change settings and check if the result is satisfying! After clicking the 'refine search' button, you can find an additional form with a possibility to search through families with the use of their ID numbers. Now it may seem messy for you, but a little practice – and you will know our searching system better than we do!

## PREMIUM ACCOUNT- IS IT HELPFUL?

After the registration, your account is Basic – you are free to search through Host Families, add them to your Hotlist, and write messages to them.

Still, for a certain prize, you can upgrade your account to Premium. How will it help you in your searching process? It will spare your time:

- As a Premium Member, you don't need to wait until a Premium Host Family gets in touch with you or accept your invitation.
- You will get access to full profiles of Host Families – Basic Members can see letters to Au Pairs, but the rest of the texts remain hidden. Premium Members can see everything and browse through all uploaded photos and videos.

# HOW TO CONTACT A HOST FAMILY?

Our agency's main aim is to make the Au Pair program as easy, affordable, and smooth as possible. To do that we give our members the possibility to browse through prospective matches with no limitations and contact the most promising ones.

In this caption we are going to explain you how to contact Host Families.



## 5.1 Messaging system

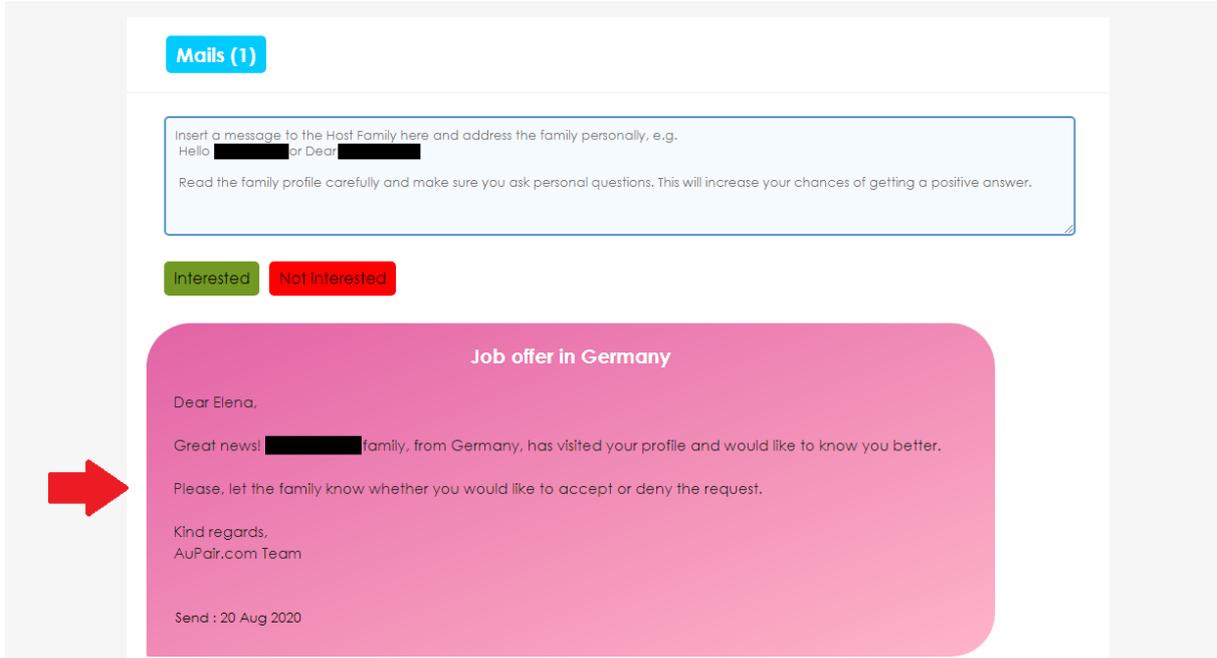
AuPair.com, as an online matching agency, gives you access to all Host Families registered here. But how to get in touch with them? It's easy!

First, you need to decide if you wish to proceed with your search process as a Basic Member or you would like to purchase a Premium Account. You can also start as Basic, and then, when you find out how helpful we are, you can upgrade your account anytime!

In every Host Family's profile, you can notice a navy bar with blue buttons - Favourite, Free request - and 2 additional features: Report and Block.

How do those buttons work? Here we go:

- Favourite – this way you can add a Host Family to your Hotlist. Then you will be always able to find it on your Hotlist as one of your favourites, moreover: the Host Family will immediately get a notification with a reference to your profile and suitable information.
- Free request - this button lets you write a message to the Host Family where you are encouraged to write a private message to the Host Family. No limits here: you can write whatever you wish! It's the quickest way to exchange contact details and arrange the whole Au Pair stay.
- Report – clicking here you fill a complaint against the Host Family. Your message will be sent to our Customer Service and our Team will contact you in case of any doubt.
- Block – this way you can block the Host Family; it will be unable to contact you and you will most likely never see it again.



**Mails (1)**

Insert a message to the Host Family here and address the family personally, e.g.  
 Hello [redacted] or Dear [redacted]

Read the family profile carefully and make sure you ask personal questions. This will increase your chances of getting a positive answer.

**Interested** **Not Interested**

**Job offer in Germany**

Dear Elena,

Great news! [redacted] family, from Germany, has visited your profile and would like to know you better.

Please, let the family know whether you would like to accept or deny the request.

Kind regards,  
 AuPair.com Team

Send : 20 Aug 2020

What's also important: if you happen to see the navy bar with no blue buttons, it's not a mistake. If you are unable to contact a certain Host Family, it means that either your country of origin has been marked as uninteresting as the country of origin of the Family's future Au Pair, or you don't fulfil the Family's requirements for other reasons.

It's nothing personal – if you happen to encounter such a profile, just move on and keep searching, there is nothing to worry about. The Au Pair program is all about cultural exchange and such things sometimes happen.

## 5.2 Hotlist – important!

The Hotlist is a very important tool – it will let you express interest and display your contact details to your favourite Host Families.

By default, your account's settings let only your Favourite Premium Families see your contact details. So, you can either change your account settings or add to your Hotlist as many families as you can!

You can also remove Host Families from your Hotlist when you are no longer interested in the cooperation, and you would rather keep your Hotlist updated. You can easily search through all the records stored in your Hotlist with the use of keywords or country of residence.

Remember, that notes, which you can provide while adding someone to the Hotlist is for you only – it won't be sent to the Host Family. Write there your first impression, questions to the Host Family, or all the things you would like to discuss later when the connection between you and the Host Family will be finally established.

# YOUR AUPAIR.COM MESSAGE BOX

At AuPair.com you can use two message boxes:

- **Inbox** – where all the received mails are stored
- **Outbox** – where mails sent by you are stored

Have also a look at the tips below:

- You can daily send about 30 messages – use this possibility! Being active at AuPair.com is the first requirement to be successful.
- In your outbox you can find messages with red and green titles. The Red title means that the message still waits to be read, while the green title means that the message has already been read.
- Answer all the messages! In your profile, every Host Family can notice an activity factor, which is calculated on the basis of messages received and answered by you. If you receive messages, but you happen to forget to answer, the factor is decreased. To keep it near 100% you need to answer all invitations and messages sent to you!
- To the messages sent through AuPair.com you can answer only from your AuPair.com account. We will send a notification to your mailbox notification when you get any message, but to read it and answer you need to log in and enter the message here.

## My account

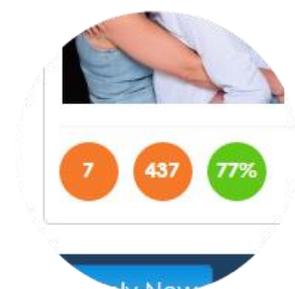
Form Captions

 Matching Families	 Favorites	 Mails	 My profile
<p><b>169</b> Recommended Families.</p> <p>Edit Search Criteria</p>	<p><b>14</b> Added by me</p> <hr/> <p><b>2</b> Who added me</p>	<p><b>7</b> Total</p> <hr/> <p><b>0</b> New</p>	<p><b>80%</b> Completed</p> <hr/> <p><b>72%</b> Answer Rate</p>

# ACTIVITY INDEX

While applying to various Host Families, you will surely notice 3 circles just below the picture – these are our activity factors, and express respectively:

- How many Au Pairs have already added the Host Family to the Hotlist during the last 3 weeks
- How many times the Host Family's profile has been visited during the last 3 weeks
- The percentage of messages answered by the Host Family during the last 6 weeks



Those circles, along with the last login date, make a great activity index! Contact first the families with a high answer rate and the most recent last login date. They will surely answer you in a minute!

Also, keep an eye on your own activity index – Host Families will assess your profile in the same way, so if you wish your profile to be attractive, keep all indexes high and updated.

### Did you know?

With an answer rate of 90% or more and with a fully completed profile (100%), you can take part in the [Language exchange program](#)! You can find other Au Pairs and language enthusiasts on our platform! Just specify your own native language and which language you want to learn, and we will provide you with a full list of matching tandem partners from our database. The best: our service is completely free of charge for you!

## HOW TO BE SUCCESSFUL?

So, how to be successful in your research?

- Upload Au Pair relevant pictures – first impressions matter
- Consider purchasing the Premium Membership – this way every Host Family will be able to answer you, so your chances will be higher!
- Pay attention to your letter – the “Dear Host Family” letter is, right after pictures, almost the most important point in your profile.
- Be very active – use the possibility to contact 20-30 Host Families per day and add families to your Hotlist



That should be enough to find a Host Family – now it's time to arrange a video-interview, get to know each other well, pack a suitcase and book the ticket!

## SCAMMERS – TAKE CARE!

Although we check all Host Families daily, we are unable to interview all our users. Therefore, using online services, such as AuPair.com, you need to always remember that people met here apply the same rules as to the whole Internet community.

That's why we advise you to arrange a video-interview: to let you make sure that you are contacting real, honest people, vividly interested in the Au Pair program, and nothing more!

How to recognize a [scammer](#)? Pay attention to the following:

- No one can ask you for any money! Money for rent, for the flight tickets, for the visa application, for assistance, or anything similar. If you wish to pay for any service, you need to decide on your own, and you need to find the service provider on your own. No one can force you to use any agency, any travel agent, or rent any flat.
- Do not contact Host Families via Facebook. It's the most commonly used intermediary between scammers and Au Pairs: do never believe in Host Families' offers posted on Facebook
- The email address is posted on the picture – and the profile looks perfect! It's 100% a scam attempt. It's the first thing done by scammers after their registration: uploading pictures with their contact details. Never contact people with this kind of pictures, and if you encounter any, let us know!
- Never validate your account. AuPair.com will never ask you for any validation or confirmation of the account. The email address may be confirmed only once, right after registration, and never again.

At AuPair.com you can find [more information about scam attempts](#). We would like you to never experience any of it but be careful and contact us whenever you feel uneasy.

# FREQUENTLY ASKED QUESTIONS

## 1.1. Is my email address confirmed?

The email confirmation link is in the first mail you receive from AuPair.com. Sometimes something may go wrong and the confirmation can be unsuccessful – in such cases, you will be able to notice a frame with suitable information on the first page of your profile:

### E-mail address is not confirmed

Your e-mail address xxxxx@gmail.com has not been confirmed yet. [Click here](#) to receive a new confirmation mail if you didn't receive it. **Please check your spam folder** too. Sometimes the confirmation mail lands in there. You can also write us to [info@aupair.com](mailto:info@aupair.com), if the problem still occurs or a wrong e-mail address was entered during the registration.

[Check Junk Folder](#)

## 1.2. Can you help me in the searching process?

Yes and no – yes, we will give you access to all our searching tools and our matching system, we will let you browse through all the Host Families registered on AuPair.com, but no, we can't take any part in the process itself.

Our Customer Service can't interfere in your research and in the matching/hiring process.

We are always glad to help you in operating our service and all its features, though!

## 1.3. Can you send my contact details to some Host Family?

No, we can't forward contact details to any third party, as stated in our Terms and Conditions. You are always free to use our messaging system and send your contact details on your own to whomever you wish. We, as the service, protect your contact data from leaking.

## 1.4. Why contact details can't be provided within letters and other additional details?

For two main reasons – the first is your security. Your data - contact details - are sensitive and must be protected. If you provide your contact details within letters, they will be available to everyone through AuPair.com, without any protection. This way they may be stolen or misused, and we can do nothing to stop it.

The second reason is more trivial - it is our payment policy. You can exchange your contact details only through the Premium Membership.

## **1.5. What is the right answer for the “Are you clear of criminal record?” question?**

If you have never had troubles with the law, the answer is “YES” – “Yes, I am clear of a criminal record”. This question seems to be extremely confusing - well, asking about the criminal records is never courteous. Still, it's important, because the question will be most likely asked during visa application, too.

## **1.6. Age requirements – what does it mean?**

Au Pair programs are intended for young people in their twenties. The Au Pair program is supposed to be a cultural exchange program for teenagers (17 + or 18 +), students, and people before 30 years of age. That's why most of the host countries put a limitation on the age of Au Pairs: Au Pair should not be older than 28/30.

Detailed information can be found in Au Pair programs' description at AuPair.com.

When will your age become crucial? During the visa application (you can't receive an Au Pair visa if you don't fulfil the Au Pair program requirements) and when signing the Au Pair contract (you are not considered as Au Pair if you don't fulfil the Au Pair program requirements and you shouldn't sign this kind of contract).

## **1.7. What background checks do you do?**

AuPair.com checks every profile daily and pays attention to every detail but one fact must be pointed out: we don't interview our users.

That's why we ask you to arrange a video-interview with every prospective Host Family; make sure that they are reliable people. From our side, we will always do our best to keep you safe from scammers, but we can never be 100% sure.

## **1.8. Is my profile visible in the Google search results?**

Yes, it is, every profile at AuPair.com is also visible in Google search results. Still, you will never see your last name/surname there: only your name and some details about your whereabouts.

Why? It increases your chances to find a Host Family and lets people know who we are and what the Au Pair program is!

## **1.9. How to remove my data from the Google search results?**

Unfortunately, to do so your account must be deleted from AuPair.com. We can do it for you, you can also do it on your own.

After your account's deletion, all the data connecting you with AuPair.com should disappear from Google search results within a couple of weeks.

## 1.10. How to upload a picture?

You need to log in and make sure that the picture is not too big. Make sure that the size is suitable - pictures should be neither higher nor wider than 1200px. Also, the picture should not be bigger than 1,5 MB.

You can manage your pictures from your account. You are free to delete some of them, upload new ones, etc. - if you wish to change your profile picture, set up a numeration of your pictures and give your profile pic the lowest number of them all. Other pictures would be set in the order of numeration provided. For example:

(0) - profile picture

(1) - 2nd picture

(2) - 3rd picture and so on

## 1.11. How to be sure that I am contacting a real, reliable Host Family?

The best way to make sure that you are in touch with real people is to arrange a video interview. Ask for their Skype address, find the family, and set up the date and time of the appointment. Then, while speaking with the Host Family, ask about all the things you find doubtful.

If you still feel uneasy, ask the Host Dad or Mum to show you their ID card or driving license or ask them to show you your future Au Pair room.

No scammer can provide you with such detailed information. If the Host Family understands your doubts and is willing to cooperate, you can surely trust it!

## 1.12. Can you help me with all paperwork?

We can provide you with the Au Pair contract and advise you whenever you have any questions, but we are an online matching platform and we can't take a part in the Au Pair program arrangement.

Since the rules vary from country to country, we strongly recommend visiting the embassy's websites or to contact full-service agencies.

## 1.13. I found a Host Family. Can I deactivate the account?

Of course! You can deactivate and activate the account whenever you wish. To deactivate your account you need to access your account and click on the "My AuPair.com" menu. There, under the "settings" you can change your account' status from 'activated' to 'deactivated'. The account may be activated later on in the same way.

My Au Pair profile is

Deactivated

My language exchange profile is

Activated

Your primary language is

English

Display my contact information

to nobody

E-mail notifications

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Notification if you have a new message or your profile has been added to someone's favorites

Yes, I would like to receive

## 1.14. I paid the Premium Membership but my account hasn't been upgraded, yet. Why?

There could be 2 main reasons:

1. Your payment has been processed, but you need to log out and log in to upgrade your status.
2. We encountered some trouble with your payment or the payment has not arrived at all. In such case, feel free to write us at [info@aupair.com](mailto:info@aupair.com) – we will check every case!

## 1.15. I need a visa – how can I apply for it?

AuPair.com provides you with almost all the information you need, depending on the country you would like to work in. If you still have some doubts concerning the visa application, after having read our [website](#), we recommend calling the host country's embassy in your homeland and ask about all the details you need. Depending on the host country, visa cases may be different, still: the embassy is always the best source of information!

You can also call any full-service local Au Pair agency and ask about assistance, if needed.

Obtaining a visa is surely the most difficult part of the Au Pair searching process and it's very hard to keep track of the rules in every country. This is why AuPair.com decided to set up the [Visa Report 2020!](#) Check it out on our blog.

### **1.16. How long does it take, to find a Host Family and arrange the program?**

It's a very complicated question. The searching process period may vary from days to months – it depends on your luck and involvement. Then, the start date (and the duration) of the Au Pair program depends mainly on the Host Family and their plans; you need to discuss the case with the family.

If you need to apply for a visa, you need to also consider how much time it will take to collect all documents, submit the application, and wait for the embassy's decision.